



HVAC LEARNING CAMPUS



Training
Programs
DEDICATED to
EMPOWERING
the HVAC
Industry.

COURSE CATALOG

WELCOME TO THE **HVAC** LEARNING CAMPUS

- Four categories of training: **Business Training, Sales Training, Technician Training** and **Technical Training**
- Over 100 workshops you can request to host in your marketplace or sponsor virtually
- Over 100 recorded training sessions including recorded webinars
- 5 virtual reality training simulations
- Ask A Coach feature providing one on one business coaching

Traditional Learning Models

Live In-person Classrooms Pre-recorded Video Content Hands-on Labs

Virtual Learning

Webinars Interactive Zoom Meetings Virtual Reality Simulations Live Sessions

Networking Opportunities

Strategic Alliance Groups Social Media Sites HVAC Fortune 100 Club

Coming Soon

Business Tip of the Week, Technician Tip of the Week, Sales Tip of the Week and Technical Tip of the Week.

How do I access the HVAC Learning campus?

Go to www.HVAClearningcampus.com select Dealer and press enter. No username and no password are required.



Training can provide benefits to both an individual and the business where they work.

We believe ongoing training is worth the investment.

Training may help develop skills that increase productivity, improve employee morale and boost a company's profit margin.



BENEFITS OF ONGOING INDUSTRY TRAINING

- 1 Stay Informed of Industry Changes**

The HVAC industry is constantly evolving, and it's a solid business practice to keep employees up to date on the continual changes. Ensuring your business is complying with industry regulations, becoming aware of trends, and staying up to date with the latest skills and knowledge help to ensure the success of a company.
- 2 Stay Current with the Industry's Latest Technological Developments**

New technology is being introduced all the time. Regular training helps to ensure that your staff is familiar with the latest technology applicable to your business goals.
- 3 Stay Ahead of Competition**

Be the employer of choice in your market. Keep advancing your team's skills and knowledge so your organization can continue to move forward and remain competitive.
- 4 Identify and Reduce Weaknesses and Skill Gaps**

With regular training, a business can more easily identify any skill gaps in their business and within the existing workforce. By identifying these gaps early, there is time to train staff so your company can operate more effectively.
- 5 Maintain Knowledge and Skills**

It's important that training programs are put in place for continued skill development. To retain knowledge, skills need to be practiced and refreshed on a regular basis so basic elements are not forgotten.
- 6 Provide an Incentive to Learn**

Once a business has committed to a long-term career development pathway, employees will have more incentive to learn, participate more fully in the sessions and immediately put their new skills into practice.
- 7 Attract New Talent**

All businesses want to hire the best employees. With ongoing training support and better staff retention, a business that provides training may attract better talent from the onset.
- 8 Increased Job Satisfaction and Internal Promotion Opportunities**

Incorporating training that advances employees toward long-term career goals can also promote greater job satisfaction. A more satisfied employee is likely to stay longer with an employer and be more productive.

With ongoing training, your existing staff could be eligible for internal promotions and that next level promotion.

BUSINESS TRAINING

F3-001 **Bold: Advanced Leadership**

Workshop objectives include:

- Stronger management and sales ability
- Improved relationship-building skills
- Better decision-making
- Identify and relate to all personality types
- Speak with passion and confidence
- Connect with why you do what you do
- Enhanced problem-solving skills
- Take ownership of your results
- Renewed passion for work and life
- Be a champion in your position and industry

In today's marketplace, leaders need to be engaged, connected, aware, and lead from a position of integrity. Leaders who connect with their employees have the opportunity to dominate their industries.

The Bold: Advanced Leadership workshop is a challenging course designed for top-performing professionals ready to take their leadership skills to the next level. This is a hands-on, deep-dive, bootcamp style training. "Bold: Advanced Leadership" is NOT for everyone! It is specifically designed to take professionals from where they are to where they want to be in the shortest amount of time. Often clients refer to these three days as the most challenging three days of their life...and they loved every bit of it.

This is not a fix-it class. Many managers want to send their least productive person to help them improve their performance. However, in most cases, we have found this practice counterproductive. Send your top employees to this training and get the benefits of having your best be at their best.

We intentionally limit this workshop's enrollment. We believe the smaller programs (16-18 people) are optimal. Register early as this training course fills up fast.

Duration: 2 1/2 Days

Who Should Attend: TSMs and Contractors

F3-003 **The Forge: Team Execution**

Workshop objectives include:

- Improved confidence in leadership decisions
- Clarity of purpose and abilities
- Knowledge of your personal brand
- Enhanced public speaking skills
- Leadership strategy implementation
- Creative problem-solving skills
- An understanding of yourself and how to empower others
- Persuasion abilities
- An understanding of what motivates you and others
- The ability to give and apply feedback
- Conflict management
- Renewed passion for work and life

Experience a new leadership development paradigm in an environment where teams and leaders can be pushed to their next level. This three-day workshop is designed to help participants "experience" leadership through hands-on processes that provide the opportunity to see and feel the impact of decisions. This immersion is designed to expand leadership awareness and the ability to lead people and teams. 'The Forge: Team Execution' focuses on building skills to inspire and empower others to perform at their ultimate best.

Duration: 2 1/2 Days

Who Should Attend: TSMs and Contractors

P4-002 Adopting Tech in Your Business

Workshop objectives include:

- Protecting your margins
- The power of maintenance agreements
- Knowing your business KPIs
- Using reporting to make better business decisions
- Operational best practices

This class addresses the technology curve, technology adoption within the workplace, and consumer experience. Customer expectations are changing, and while you can't automate everything, you should automate what you can. This workshop delves into the topics of changing team behavior among employees with varying levels of technological expertise and how to adopt technology in the business to address various operational problems..

Duration: *1/2 Day*

Who Should Attend: *HVAC Contractors*

F1-203 Marketing Summit

The objectives for the Marketing Summit include:

- Identifying your brand
- What do your customers want
- What is the best way to reach your customers
- Establishing your budget
- Creating your plan

Marketing can be confusing and expensive. Getting your message out to your market is more challenging today than ever because of the numerous channels available to consumers. In addition, today, more than ever, we live in an experiential marketplace and need to understand the experience our customers are looking for.

Marketing Summit participants will work with experts to develop a marketing strategy for their company, including a branding strategy, customer profile strategy, media strategy and messaging strategy for their services. Once the overall strategy is developed, participants will identify the advertising resources available and decide on the best resources that fit their budget.

All of this will be implemented as the Marketing Summit experts help define the customer journey and how it fits into the overall customer experience.

Duration: *1 Day*

Who Should Attend: *TSMs and HVAC Contractor Principals who are looking to bring their business to the next level*

Employees are often considered a company's greatest asset.

The proper development of employees is a key component in driving business success.

S1-002 **Customer Service Performer Workshop**

Workshop objectives include:

- Delivering the “WOW” experience while mastering the “Pattern for Excellence” call flow
- Identify communication patterns in customer service that will help diffuse conflict and grow a loyal customer base
- Practicing differentiating your company from your competition by creating unique value

Have you ever called a customer service support line and were unsure if the professional on the other end of the phone was a robot or an actual person? Or maybe you get lucky, and it is an actual person, yet they sound completely apathetic to your situation?

Consumers often buy based on their customer experience, so it is important to establish a positive interaction from that first phone call. The Customer Service Performance workshop is designed to provide the skills, education, practice, and support you need to go above and beyond for your customers. We hope you can leave this workshop with the ability to create a WOW experience resulting in customer loyalty.

This workshop is designed to help participants:

- Learn incoming phone call best practices that provide customers with a positive experience
- Master the skills to overcome pricing objections, work with demanding customers, and book calls even when you’re booked solid.
- Develop competency, confidence, muscle memory, and understanding of customer sensitivity.
- Create loyalty and retention by learning best practices in phenomenal customer service.
- Obtain industry-standard tools to help master call handling and booking. Upon completion of this workshop, each phone staff participant will receive 2 free individual follow-up coaching sessions with call monitoring and quality checking. Both inbound and outbound scenarios will be discussed.

Duration: 1 Day

Who Should Attend: Customer service professionals and those who manage the customer service experience

S1-005 **Master Course in Financing**

Workshop objectives include:

- Understand dealer fees
- Identify opportunities to offer affordable energy-efficient equipment with long-term financing
- Improve the customer experience with financing
- Leverage manufacturer buydowns and rebates

If you’ve mastered financing basics, attend this class to take your financing options to the next level, where financing becomes a profit, not a cost. Understand dealer fees and learn to use programs with slightly higher dealer fees to boost customer experience. Learn how to implement financing programs that, while seemingly costly, won’t affect your bottom line while boosting customer experience to take your tickets and profits to another level. Promote energy-efficient equipment through longer-term financing programs and leverage financing buydowns to bring the best programs to your customers at the lowest cost.

Duration: 2 Hours

Who Should Attend: TSMs and Contractors

B1-002 **Marketplace Pricing**

Workshop objectives include:

- Branding strategy review
- The three different pricing methods
- Service pricing
- Maintenance pricing
- Replacement pricing

Developing a fully integrated pricing strategy can often take weeks, if not months — sometimes a lifetime. Yet, proper pricing is the backbone of any successful business. The Marketplace Pricing workshop is designed to fast-track this process.

In this workshop, participants are exposed to how to align pricing and branding strategies. In addition, since consumer buying habits have changed over the past decade, the workshop explains how to match pricing strategy with demand during the busy season and throughout the rest of the year.

The workshop is designed for participants to understand comprehensively how to read a profit & loss statement and how to departmentalize their business. In addition, they will be introduced to the Residential Replacement model and whether they should be using time and material or flat rate pricing. Finally, the workshop will help participants evaluate a maintenance agreement program's value proposition and pricing strategies and determine how to incorporate them into their business.

The workshop offers participants the opportunity to discover:

- A theoretical production analysis of their business
- Maintenance and service pricing built in Coolfront
- Replacement pricing built-in Perfect Pitch powered by Wrightsoft.

This is not a theoretical workshop. This is an implementation workshop focused on giving participants the edge in their marketplace.

Duration: 2 Days

Who Should Attend: *Those responsible for determining pricing strategy and implementing it in the business.*

F1-103 **Business Planning Bootcamp**

Workshop objectives include:

- How to set up a business plan
- Leadership principles
- Self-assessment
- Get your mind right
- The residential HVAC business model
- Theoretical production analysis
- Strategic planning
- Building a scalable & sustainable business

What if you could have the time, money, and freedom you've always wanted? Join us for an exclusive opportunity to dissect your unique business and create a roadmap to a higher quality of life! As a business owner, you deserve that! In the first half of this one-day workshop, you will create a detailed review of your company's capabilities, financial position, and the markets that you serve. After lunch, you will dive into the day-to-day operations of your company to establish specific Key Performance Indicators (KPIs) for your business. Facilitated by experienced HVAC Trainers, you and your peers will discuss the impact these KPIs have on your daily operations, address current challenges, and examine how adjusting small processes and behaviors can significantly impact your overall probability. Lastly, now that you have dissected your business, established your KPIs, and realized their impact on your company's success, you will set up these KPIs to track daily, monthly, and annual. You could leave this class with an established plan and a detailed process to facilitate success so you can have the time, money, and freedom you deserve! Register today! Space is limited to the first 100 people to sign-up.

Duration: 1 Day

Who Should Attend: *TSMs and HVAC Contractor Principles who are looking to bring their business to the next level.*

B1-003 Digital Marketing and Lead Generation Workshop**Workshop objectives include:**

- Digital evaluation
- Why digital
- Current digital footprint
- Digital strategy
- Implementation

The digital era has created a more level playing field, allowing small businesses to compete with the industry giants and win. Changes in consumer buying habits have created a rapid sequence of technology and marketing trends, as well as compliance requirements for business owners. Discover the overall digital marketing strategy approach it takes to sustain and grow your business with this ultimate Digital Marketing and Lead Generation workshop for HVAC entrepreneurs.

If you aren't talking about the following with your marketing agency, you will not want to miss this Digital Marketing and Lead Generation workshop:

- Artificial Intelligence
- Virtual reality
- Mobile first
- Accelerated mobile pages
- WordPress 5.0+
- Content marketing
- Augmented reality
- Voice search
- Schematic markup
- PHP7+
- Google moments
- Streaming video/video

This workshop will guide you through the 12-Step Digital Marketing Roadmap to compete and achieve accelerated results in today's digital environment.

Duration: 2 Days

Who Should Attend: *Those responsible for creating the companies marketing strategy and executing various campaigns.*



SALES TRAINING

F3-002 **The Advantage: Engaged Communications**

Workshop objectives include:

- Powerful communication and teamwork skills
- Understanding your communication and conflict style
- Recognizing and accepting the communication style of others
- Comfortably managing difficult conversations
- Understanding trigger behaviors
- Enhancing listening skills
- Growing your emotional intelligence
- Gaining new perspectives that may help reframe and create different outcomes
- Owning your communication

The 'Advantage: Engaged Communication' workshop is designed to help you create a new world of communication that moves people and transforms you and your team from the ordinary to the extraordinary. This experience could fundamentally change the way you communicate and the results you get from your communication. Gain the tools to be effective and powerful and to create and/or restore harmony and affinity, at any time, under any circumstance. The workshop may help you transform routine communication into one with power and influence.

Duration: 2 1/2 Days

Who Should Attend: TSMs and Contractors

S1-001 **High-Efficiency Sales Workshop**

Workshop objectives include:

- Creating a repeatable sales process
- Using In-Home Selling software
- Offering consumer financing on every call
- Utilizing in-home selling software and positioning of E-Premium, Daikin *Fit*, Amana S-Series and Goodman Inverter systems.
- Increasing Increasing E-Premium, Daikin *Fit*, Amana S-Series and Goodman Inverter system sales

This High-Efficiency Sales workshop is designed to offer a systematic and interactive approach to selling inverter and E-Premium indoor comfort systems to consumers. Participants should leave this workshop energized, highly motivated and committed to making immediate behavioral changes that have resulted in higher closing rates, higher overall tickets and a higher balance of inverter, E-Premium, *FIT* system and S-Series system sales. Includes in-home sales + Manual J software and devices.

Duration: 2 Days

Who Should Attend: Comfort advisors, selling technicians and anyone interested in the in-home selling process.

S1-008 HVAC Sales 101

Workshop objectives include:

- Learn the self-limiting beliefs and headtrash that restrict you from achieving your potential.
- Develop the mindset, intent, and approach to sales success that feels right and natural
- Apply communication techniques for having better conversations that advance the buying process
- Leverage tools and resources to engage and educate customers to discover why you represent the best value regardless of price
- Learn how to properly position the Daikin product line and your company's value proposition in the stories you share with your customers.

The Daikin Elite Buying Experience is a one-of-a-kind system that will elevate your company's status in the consumer's mind as a "Trusted Authority" and differentiate your salespeople as "Trusted Advisors" to position your company and premium solutions first and foremost in the customer's mind as offering the quality, value, reliability and uniqueness their desire. Creating a Buying Experience, IS NOT the same as selling. This is not a sales training course. What you will learn is unlike anything you've ever heard in the industry. You are embarking a journey that will allow you to change the way people think about your company and your products and consider you in a different light than other contractors that simply want to make a sale. You will love your job, earn people's respect and appreciation, make a difference in people's lives and make more money for your efforts.

Duration: 2 Days

Who Should Attend: *Comfort advisors, selling technicians and anyone interested in the in-home selling process.*

S1-003 Dealer Foundation for Financing

Workshop objectives include:

- Understanding our personal bias
- Using technology to make consumer financing easy
- How to account for dealer fees
- Selling the payment plan concept

Did you know?:

- Up to 50% of home improvement jobs over \$5,000 are financed.
- Successful implementation of consumer financing is much more than saying, "We offer financing."
- HVAC contractors who offer consumer financing on a consistent basis tend to close mt offer consumer financing. This workshop reveals the overriding financial state of a homeowner's budget, financial obstacles, and how to help those customers solve their credit challenges. Contractors are also exposed to how to set up Foundation Consumer Financing and process loan applications.

After this workshop, dealers should be able to offer financing confidently and seamlessly on every sales call.

Duration: 2 Hours

Who Should Attend: *Anyone that is uncomfortable offering financing or is interested in learning how to improve their financing offering.*

TECHNICIAN TRAINING

T1-004 IAQ Principles Workshop

Workshop objectives include:

- Understanding the Science of Indoor Air Quality
- Identifying types of potential contaminants and conditions
- Identifying potential sources and causes
- Elements of dilution, absorption, filtration, and mitigation

Customers are increasingly aware that indoor air quality (IAQ) may have a significant impact on their indoor comfort. For many homeowners, IAQ is not an accessory but an essential need. As a result, HVAC dealers trained to identify, evaluate, and resolve IAQ issues are more likely to seize and close these value-added sales opportunities.

Participating in this workshop allows participants to learn about a wide variety of IAQ solutions, discover the tools necessary to improve overall customer satisfaction, and drive their HVAC business beyond heating and cooling services. This IAQ Principles workshop is designed to discuss IAQ concepts and the following:

- Carbon monoxide awareness and monitoring
- Humidity control and removal
- Whole-home ventilation
- HVAC filtration options
- Air and duct purification
- Ductwork essentials
- Methods to properly investigate IAQ concerns
- Techniques to analyze the IAQ data
- Appropriate solutions to help achieve customers' ideal comfort zone

After the IAQ Principles workshop, participants should be energized, motivated, and prepared to assess indoor air management solutions with customers.

Duration: 2 Days

Who Should Attend: *Comfort Advisors, Technicians, Installers and anyone else interested in better understanding IAQ*

T1-001 Fast Track Tech™

Workshop objectives include:

- Creating Maintenance Technicians and Installation Helpers
- EPA certification
- NATE certification
- Electrical competency
- Combustion competency
- Refrigeration competency
- Airflow competency
- Safety Competency
- Necessary tools to perform the functions

With qualified technician shortages on the rise, business owners are looking for an immediate source of well-trained, ready-to-work technicians. This expertly constructed Fast Track Tech workshop is one of the most in-depth courses offered in our industry and the ultimate boot camp for individuals excited about the opportunity to work in the HVAC field.

In the workshop, each participant receives training in areas specific to the "need to know" information of the Maintenance Technician and Installation Helper. In addition, participants study the basic competencies of airflow, electrical, combustion, refrigeration, indoor air quality, and safety. At the end of the course, participants should be eligible to receive their EPA certification and become NATE-certified. This Fast Track Tech training also covers technician communication skills, flat-rate pricing, and Service Work Orders.

Duration: 2 Weeks

Who Should Attend: *Technicians new to the industry looking to become maintenance technicians or installation helpers*

T1-002 **Load Calculations in Wrightsoft Perfect Pitch**

Workshop objectives include:

- Setting up Perfect Pitch software
- How to assess a building
- How to perform a building assessment for best accuracy and optimal sales results
- What to do when the load doesn't meet expectations
- Short cuts, tricks, common mistakes, and limitations

Identifying load calculations doesn't have to be challenging. This Load Calculations in Pitch Perfect® powered by Wrightsoft workshop provides the opportunity for HVAC dealers to receive expert training that helps differentiate themselves from the competition and demonstrates a company's value to your customers.

HVAC experts strongly suggest performing proper load calculations to improve customer satisfaction, reduce callbacks, and potentially decrease your liability. In this workshop, participants are taught how to perform a certified Manual J block quickly and accurately, whole house, and load calculation using Perfect Pitch- built on Wrightsoft's Right Mobile Consultant platform.

Duration: 1 Day

Who Should Attend: TSMs and Dealers

T1-003 **Residential Design with Right Suite Universal**

Workshop objectives include:

- How to setup Residential Suite Universal software to increase ease of use and decrease the time it takes to do a design
- Using Right-Draw to turn dozens of steps of data entry into a few clicks of the mouse
- How to input a multi-story room-by-room building with mixed building materials in the fastest way possible
- Using CAD or PDF files along with RSU to eliminate the need for hand scale measurement
- How to automatically size your ducts to accommodate the system you plan to install
- Polishing and printing the finished product

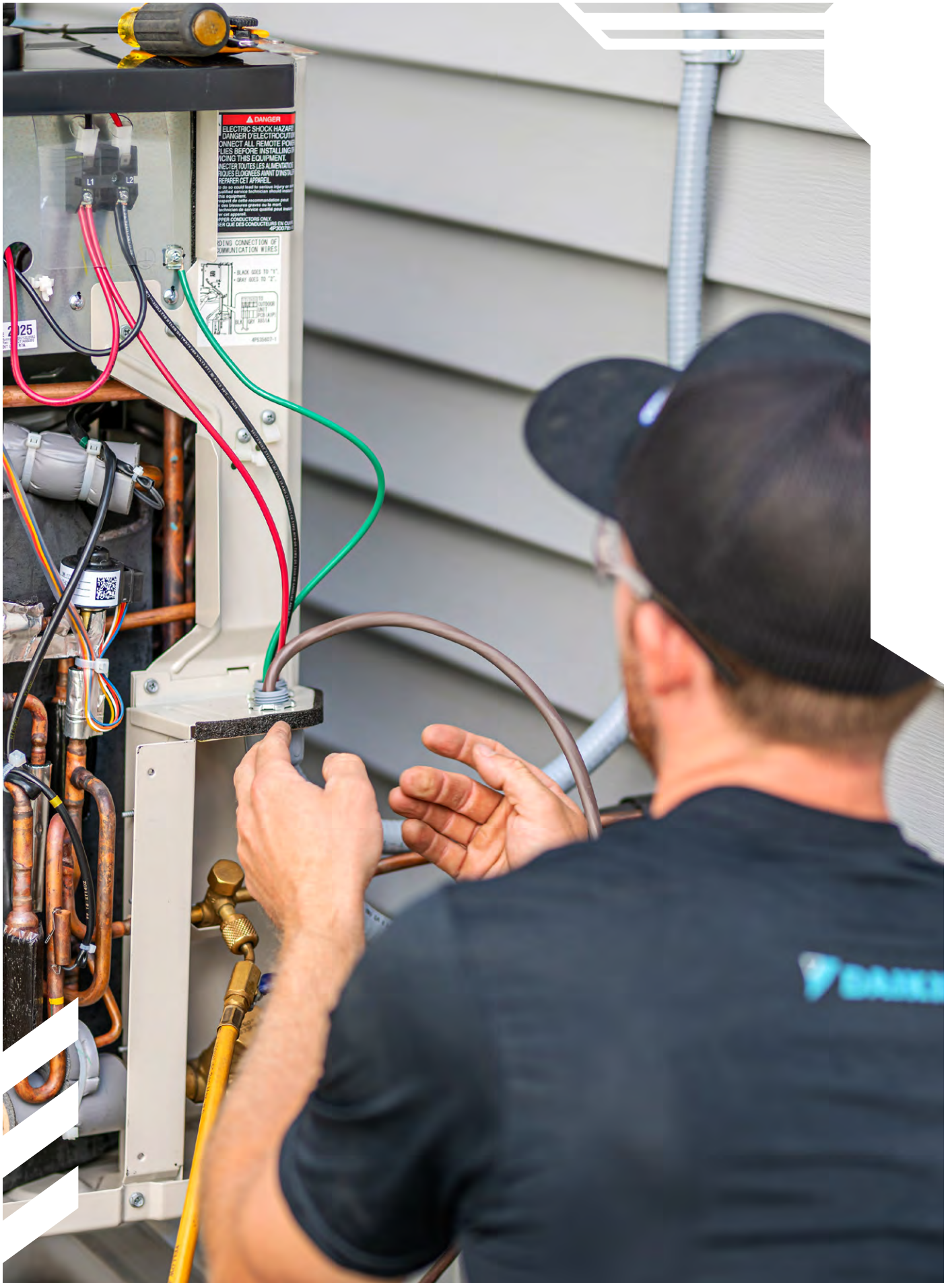
Building practices continually evolve with products and methods offering tighter construction and more energy-efficient home.

Installers encounter duct work with wild swings in fan capabilities, much larger areas served per ton, difficult customer limitations on fan/duct location, highly restrictive yet profitable IAQ devices, and so on. In addition, the traditional installation methods may not align with current residential design variables.

The Residential Design with Right Suite Universal workshop helps HVAC dealers do the math. This workshop is designed to train participants on utilizing Wrightsoft's Right Suite Universal (RSU) software to account for variables in residential design, improving customer satisfaction, and reduce return service calls.

Duration: 2 Days

Who Should Attend: TSMs and Dealers



TECHNICAL TRAINING



All courses are NATE-approved for continuing education credits.

NCPCO **Combustion Performance & CO Safety Training**

Students learn to profitably deliver optimum combustion performance and carbon monoxide (CO) safety through the proper use of combustion analyzers and draft gauges. Common CO sources and efficiency issues are identified with appropriate solutions. Many former students report life-saving stories that are directly attributed to knowledge gained from this course.

Duration: 3 Days

Who Should Attend: TSMs and Dealers

NDSORA **Duct System Optimization + Residential Air Balancing**

Students learn to optimize existing residential duct systems, redesigning them to deliver more of the heating and cooling capacity that the HVAC equipment is rated to provide. Typical duct systems lose 43% of the equipment's efficiency. Optimized duct systems, which can be installed during mild weather months, reduce that rate by 50% or more. Students also learn to deliver greater comfort throughout the residence by eliminating hot and cold spots by applying professional air balancing techniques. This highly profitable service helps contractors comply with tighter local, state, and federal building codes.

Duration: 3 Days

Who Should Attend: TSMs and Dealers

NRSPRA **Residential System Performance + Residential Air Balancing**

Students learn to discover and repair hidden safety, health, comfort, and energy-draining residential HVAC system defects through advanced diagnostic procedures. The higher average sales generated with this approach include high-efficiency residential equipment, accessories, installation supplies, and maintenance agreements - all year long. Students also learn to deliver greater comfort throughout the residence by eliminating hot and cold spots by applying professional air balancing techniques. In addition, this highly profitable service helps contractors comply with tighter local, state, and federal building codes.

Duration: 3 Days

Who Should Attend: TSMs and Dealers

TRF-3 **Amana Brand 90% Gas Furnace I&C**

Amana brand 90% Gas Furnace installation and commissioning procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRF-4 Amana Brand 90% Gas Furnace S&T

Amana brand 90% Gas Furnace service and troubleshooting procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRF-1 Amana Brand 80% Gas Furnace I&C

Amana brand 80% Gas Furnace installation and commissioning procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRF-2 Amana Brand 80% Gas Furnace S&T

Amana brand 80% Gas Furnace service and troubleshooting procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRF-17 Amana Brand 80% Ultra-Low NOx Gas Furnace I&C

Amana brand 80% Ultra-Low NOx Gas Furnace installation and commissioning procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRF-18 Amana Brand 80% Ultra-Low NOx Gas Furnace S&T

Amana brand 80% Ultra-Low NOx Gas Furnace service and troubleshooting procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRF-21 Amana Brand 96% Ultra-Low NOx Gas Furnace I&C

Amana brand 96% Ultra-Low NOx Gas Furnace installation and commissioning procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRF-22 Amana Brand 96% Ultra-Low NOx Gas Furnace S&T

Amana brand 96% Ultra-Low NOx Gas Furnace service and troubleshooting procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRF-25 Amana Brand 97% Mod Gas Furnace I&C

Amana brand 97% Modulating Gas Furnace installation and commissioning procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRF-26 Amana Brand 97% Mod Gas Furnace S&T

Amana brand 97% Modulating Gas Furnace service and troubleshooting procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRP-1 Amana Residential Package AC & HP I&C

Amana Residential Package Air Conditioner installation and commissioning procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRP-4 Amana Residential Package AC & HP S&T

Amana Residential Package Air Conditioner service and troubleshooting procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRP-8 Amana Brand ResPac Gas/Electric Ultra-Low NOx I&C

Amana brand Residential Package Gas/Electric Ultra-Low NOx installation and commissioning procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRP-9 Amana Brand ResPac Gas/Electric Ultra-Low NOx S&T

Amana brand Residential Package Gas/Electric Ultra-Low NOx service and troubleshooting procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRP-12 Amana Brand ResPac Dual Fuel I&C

Amana brand Residential Package Dual Fuel installation and commissioning procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRP-13 Amana Brand ResPac Dual Fuel S&T

Amana brand Residential Package Dual Fuel service and troubleshooting procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRP-16 Amana Brand ResPac Gas/Electric I&C

Amana brand Residential Package Gas/Electrical installation and commissioning procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRP-17 Amana Brand ResPac Gas/Electric S&T

Amana brand Residential Package Gas/Electric service and troubleshooting procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRH-9 Amana Brand AVZC20 Inverter Heat Pump I&C

Amana brand AVZC20 Inverter Heat Pump installation and commissioning procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRH-10 Amana Brand AVZC20 Inverter Heat Pump S&T

Amana brand AVZC20 Inverter Heat Pump service and troubleshooting procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRH-12 Amana Brand AVZC18 Inverter Heat Pump I&C

Amana brand AVZC18 Inverter Heat Pump installation and commissioning procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRH-13 Amana Brand AVZC18 Inverter Heat Pump S&T

Amana brand AVZC18 Inverter Heat Pump service and troubleshooting procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRA-1 AVXC20 Inverter AC I&C

Amana brand AVXC20 Inverter AC installation and commissioning procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRA-2 Amana Brand AVXC20 Inverter AC S&T

Amana brand AVXC20 Inverter AC service and troubleshooting procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRH-4 Amana Brand Single & Two-Stage Air Conditioners I&C

Amana brand Single and Two-Stage Air Conditioner installation and commissioning procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRA-8 Amana Brand Single & Two-Stage Air Conditioners S&T

Amana brand Single and Two-Stage Air Conditioner service and troubleshooting procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRH-3 Amana Brand Single & Two-Stage Heat Pump S&T

Amana brand Single and Two-Stage Heat Pump service and troubleshooting procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRPT-1 Amana Brand PTAC AC & Heat Pump S&T

Amana brand PTAC AC & Heat Pump Service & Troubleshooting.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRPT-2 Amana Brand PTAC AC & Heat Pump S&T

Amana brand PTAC AC & Heat Pump service and troubleshooting procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRV-6.1 – 6.4 Amana S-Series I&C

Product & Technology/Installation & Commissioning/Indoor Coils/Air Handler.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRC-TBD1 Amana Brand Smart Thermostat I&C

Amana brand Smart Thermostat installation and commissioning procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRC-TBD2 Amana S-Series S&T

Amana S-Series service and troubleshooting procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRL-4 ComfortBridge™ Air Handler I&C

ComfortBridge™ Air Handler installation and commissioning procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRL-5 ComfortBridge™ Air Handler S&T

ComfortBridge™ Air Handler service and troubleshooting procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRC-8 ComfortBridge™ Communicating Technology

ComfortBridge™ Communicating Technology installation, control algorithms, and CoolCloud™ HVAC App.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRC-6 Bluetooth® Shared Data Loader (BTSDL01)

Bluetooth® Shared Data Loader (BTSDL01) setup and loading of shared data onto ComfortNet® and ComfortBridge™ equipment.

Duration: 1 Hour

Who Should Attend: TSMs and Dealers

TRC-7 D-Checker Service Diagnostic Tool

D-Checker Service Tool setup, recording operation data and playing and exporting data (covers hard-wired and Bluetooth® models).

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

CC-9w R-32, A2L, Refrigerant

This course covers the chemical properties, safe handling, transport, and storage of R-32 refrigerant.

Duration: 1 Hour

Who Should Attend: TSMs and Dealers

TRM-1 Air Distribution Troubleshooting

Instructs technicians on how to analyze air distribution systems and make adjustments to enhance system performance. This training also covers static pressure measurement, CFMs, and system capacity. In addition, the course is intended to instruct technicians on methods used to determine proper system airflow. Does not teach duct design.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRM-6 Compressor Diagnostics

Technicians will learn how to properly diagnose compressor failures and the underlying causes of early compressor failures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRM-3 Motors

Operation and construction of all types of motors used in HVAC, including Induction, ECM (constant volume), and EEM (constant torque). It also covers troubleshooting and service of these motors.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRM-2 Evacuation & Charging

This course teaches the proper techniques, tools, and equipment used for evacuation and charging of HVAC systems. Technicians will learn how to charge by weight, superheat, and sub-cooling.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRM-5 Wiring Diagrams for Technicians

This course is an introduction to wiring diagrams, symbols, and basic circuits.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRM-7 General Combustion Principles

Principals of gas combustion, various types of venting, dangers of carbon monoxide.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRM-8 Superheat & Subcooling

Technicians will learn the fundamentals of superheat and subcooling and how to use these techniques to diagnose system problems.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRA-9 Goodman GVXC20 Inverter AC I&C

Goodman GVXC20 Inverter installation and commissioning procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRA-10 Goodman GVXC20 Inverter AC S&T

Goodman GVXC20 Inverter service and troubleshooting procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRH-15 Goodman GVZC20 Inverter Heat Pump I&C

Goodman GVZC20 Inverter Heat Pump installation and commissioning procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRH-16 Goodman GVZC20 Inverter Heat Pump S&T

Goodman GVZC20 Inverter Heat Pump service and troubleshooting procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRH-4 Goodman Single and Two-Stage AC I&C

Goodman Single and Two-Stage Air Conditioner installation and commissioning procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRA-6 Goodman Single and Two Stage AC S&T

Goodman Single and Two-Stage Air Conditioner service and troubleshooting procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRH-3 Goodman Single and Two Stage Heat Pump S&T

Goodman Single and Two-Stage Heat Pump service and troubleshooting procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRF-11 Goodman 90% Gas Furnace I&C

Goodman Single and Two-Stage Heat Pump service and troubleshooting procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRF-12 Goodman 90% Gas Furnace S&T

Goodman 90% Gas Furnace service and troubleshooting procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRF-9 Goodman 80% Gas Furnace I&C

Goodman 80% Gas Furnace installation and commissioning procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRF-10 Goodman 80% Gas Furnace S&T

Goodman 80% Gas Furnace service and troubleshooting procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRF-19 Goodman 80% Ultra-Low NOx Gas Furnace I&C

Goodman 80% Ultra-Low NOx Gas Furnace installation and commissioning procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRF-20 Goodman 80% Ultra-Low NOx Gas Furnace S&T

Goodman 80% Ultra-Low NOx Gas Furnace service and troubleshooting procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRF-23 Goodman 96% Ultra-Low NOx Gas Furnace I&C

Goodman 96% Ultra-Low NOx Gas Furnace installation and commissioning procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRF-24 Goodman 96% Ultra-Low NOx Gas Furnace S&T

Goodman 96% Ultra-Low NOx Gas Furnace service and troubleshooting procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRF-27 Goodman 97% Mod Gas Furnace I&C

Goodman 97% Modulating Gas Furnace installation and commissioning procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRF-26 Goodman 97% Mod Gas Furnace S&T

Goodman 97% Modulating Gas Furnace service and troubleshooting procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRP-2 Goodman ResPkg AC & HP I&C

Goodman Residential Package Air Conditioner installation and commissioning procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRP-5 Goodman ResPkg AC & HP I&C

Goodman Residential Package Gas/Electric Ultra-Low NOx installation and commissioning procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRP-10 Goodman ResPkg Gas/Electric Ultra-Low NOx I&C

Goodman Residential Package Gas/Electric Ultra-Low NOx installation and commissioning procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRP-11 Goodman ResPkg Gas/Electric Ultra-Low NOx S&C

Goodman Residential Package Gas/Electric Ultra-Low NOx service and troubleshooting procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRP-14 Goodman ResPkg Dual Fuel HP I&C

Goodman Residential Package Dual Fuel installation and commissioning procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRP-15 Goodman ResPkg Dual Fuel HP S&T

Goodman Residential Package Dual Fuel service and troubleshooting procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRP-18 Goodman ResPkg Gas/Electric I&C

Goodman Residential Package Gas/Electric installation and commissioning procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRP-19 Goodman ResPkg Gas/Electric S&T

Goodman Residential Package Gas/Electric service and troubleshooting procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRF-7 Daikin 90+ Gas Furnace I&C

Daikin 90% Gas Furnace installation and commissioning procedures.

Duration: 4 Hours

Who Should Attend: TSMs and Dealers

TRF-8 Daikin 90+ Gas Furnace S&T

Daikin 90% Gas Furnace service and troubleshooting procedures.

Duration: 4 Hours

Who Should Attend: TSMs and Dealers

TRH-4 Daikin Single and Two-Stage AC & Heat Pump I&C

Daikin Single and Two-Stage Air Conditioner and Heat Pump installation and commissioning procedures.

Duration: 8 Hours

Who Should Attend: TSMs and Dealers

TRH-5 Daikin Single and Two-Stage AC & Heat Pump S&T

Daikin Single and Two-Stage Air Conditioner and Heat Pump service and troubleshooting procedures.

Duration: 8 Hours

Who Should Attend: TSMs and Dealers

TD-7.2 – TD-7.5 Single/Multi-Zone Install & Startup

Daikin Single/Multi-Zone installation and commissioning procedures. Daikin Ductless Piping & R410A / Daikin Ductless Product & Tech / Daikin Ductless MXL.MXS_NMVJU / FFQ Remote Controllers

Duration: 8 Hours

Who Should Attend: TSMs and Dealers

TD-10.1 – TD-10.4 Single/Multi-Zone S&T

Daikin Single/Multi-Zone service and troubleshooting procedures. Daikin Ductless Basic Operation / Bluetooth D-Checker / Troubleshooting Tools and Testing / Course Exercises

Duration: 8 Hours

Who Should Attend: TSMs and Dealers

TRV-1 Residential Inverter AC & Heat Pump I&C

Daikin Residential Inverter Air Conditioner & Heat Pump installation and commissioning procedures.

Duration: 4 Hours

Who Should Attend: TSMs and Dealers

TRV-5 Residential Inverter AC & Heat Pump S&T

Daikin Residential Inverter Air Conditioner & Heat Pump service and troubleshooting procedures.

Duration: 8 Hours

Who Should Attend: TSMs and Dealers

TC-10.1 – TC-10.4 VRV IV-S I&C

VRV IV-S installation and commissioning procedures. Product and Technology / ODU / FXTQ Installation / Remote Controllers / Commissioning.

Duration: 8 Hours

Who Should Attend: TSMs and Dealers

TC-9.1 – TD-9.4 VRV IV-S S&T

VRV IV-S service and troubleshooting procedures. Basic Operations of VRV / Service Manual Navigation / Service Checker / Component & Tool Diagnostics.

Duration: 8 Hours

Who Should Attend: TSMs and Dealers

TR-12.1 – TR-10.5 VRV LIFE I&C

Daikin VRV LIFE installation and commissioning procedures. Outdoor Units / Indoor Coil / Gas Furnace Installation / Remote Controller.

Duration: 8 Hours

Who Should Attend: TSMs and Dealers

TD-12.1 – TD-12.5 SkyAir I&C

Daikin SkyAir installation and commissioning procedures. Product and Technology / Outdoor Unit Install / Indoor Unit Install / Controllers / Commissioning.

Duration: 8 Hours

Who Should Attend: TSMs and Dealers

TRV-3.1 – TRV-3.6 Daikin Fit I&C

Daikin FIT installation and commissioning procedures. Product & Technology / Install & Commissioning / Indoor Coils / Air Handler / D24V Gateway.

Duration: 8 Hours

Who Should Attend: TSMs and Dealers

TRH-4 Daikin Fit S&T

This course covers the service and troubleshooting procedures for the Daikin Fit systems.

Duration: 8 Hours

Who Should Attend: TSMs and Dealers

TRV-5 Daikin Fit D-Checker Data Analysis

This course covers how to properly analyze and use data for the Daikin Fit system utilizing the D-Checker.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRC-3 Daikin One+ I&C

Daikin One+ installation and commissioning procedures.

Duration: 2 Hours

Who Should Attend: TSMs and Dealers

TRC-2 UT-3000 Zone Control I&C

UT-3000 Zone Control installation and commissioning procedures.

Duration: 2 Hours

Who Should Attend: TSMs and Dealers

TRP-3 Residential Package AC & Heat Pump I&C

Daikin Residential Package Air Conditioner & Heat Pump installation and commissioning procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRP-20 Residential Ultra-Low NOx Package Unit I&C

Daikin Residential Package Gas/Electric Ultra-Low NOx installation and commissioning procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRL-1 DVPEC Air Handler I&C

Daikin DVPEC Air Handler installation and commissioning procedures.

Duration: 3 Hours

Who Should Attend: TSMs and Dealers

TRF-13 Daikin Bluetooth Gas Furnace I&C

Daikin Bluetooth Gas Furnace installation and commissioning procedures.

Duration: 2 Hours

Who Should Attend: TSMs and Dealers

TF-1 HVAC Physics, Concepts and Theory

This courses covers HVAC physics, concepts and theory.

Duration: 60-90 Minutes

Who Should Attend: TSMs and Dealers

TF-1.5 Basic Refrigeration Cycle

This course covers the basic refrigeration cycle and the functioning of the four major components, compressor, condenser, metering device and evaporator.

Duration: 60-90 Minutes

Who Should Attend: TSMs and Dealer

TF-2 Refrigerant Tools

This course covers the proper functions and limitations of common HVAC tools.

Duration: *60-90 Minutes*

Who Should Attend: TSMs and Dealers

TF-3 Refrigerant Metering Devices

This course covers how to identify and understand the features and functions of various metering devices in order to apply it correctly in an HVAC system.

Duration: *60-90 Minutes*

Who Should Attend: 60-90 Minutes

TF-4 Superheat & Subcooling

This course covers the proper methods for measuring and calculating evaporator super heat and condenser sub cooling.

Duration: *60-90 Minutes*

Who Should Attend: TSMs and Dealers

TF-5 HVAC System Diagnosis Fundamentals

This course covers how to accurately troubleshoot refrigeration cycle problems such as overcharge, undercharge, low evaporator air flow, metering device problems and others.

Duration: *60-90 Minutes*

Who Should Attend: TSMs and Dealers

TF-6 Refrigerant Piping

This course covers good practices, specifications, and the correct construction of refrigerant piping in an HVAC system.

Duration: *60-90 Minutes*

Who Should Attend: TSMs and Dealers

TF-7 Compressors

This course covers fundamental principles of design, operation operating theory and system interactions of various compressor types that are used in HVAC systems.

Duration: *60-90 Minutes*

Who Should Attend: TSMs and Dealers

TF-8 Proper Refrigerant Recovery

This course covers proper procedures and equipment for recovering refrigerant from systems to meet applicable standards.

Duration: *60-90 Minutes*

Who Should Attend: TSMs and Dealer

TF-9 Proper System Evacuation

This course covers proper procedures and equipment for de-gassing and de-hydrating HVAC systems.

Duration: 60-90 Minutes

Who Should Attend: TSMs and Dealers

TF-10 System Charging Techniques

This course covers proper procedures and equipment for charging partially charged and completely empty HVAC systems.

Duration: 60-90 Minutes

Who Should Attend: 60-90 Minutes

TF-11 Burnout Clean Up

This course covers proper procedures and equipment for properly diagnosing and cleaning a HVAC system with a compressor motor burnout.

Duration: 60-90 Minutes

Who Should Attend: TSMs and Dealers

TF-12 Understanding Airflow

This course covers fundamental principles of design, operation operating theory and system interactions of various fan types that are used in HVAC systems.

Duration: 60-90 Minutes

Who Should Attend: TSMs and Dealers

TF-13 Basic Electrical Principles

This course covers how to identify, apply, illustrate and accurately define electrical concepts and components as they pertain to the HVAC industry.

Duration: 60-90 Minutes

Who Should Attend: TSMs and Dealers

TF-14 Gas Heating Fundamentals

This course covers how to apply, illustrate and accurately define concepts and operation of components as they pertain to gas heating and ventilation.

Duration: 60-90 Minutes

Who Should Attend: TSMs and Dealers

TF-30 Inverter Technology

This course covers how individual inverter components work to control motor speed.

Duration: 60-90 Minutes

Who Should Attend: TSMs and Dealer

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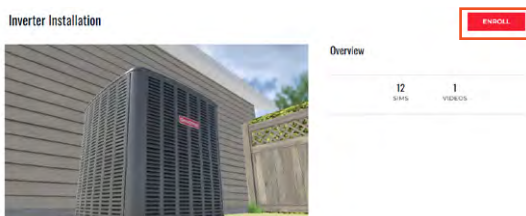
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Owner of HVAC Contractor Solutions

Jan Spence
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David Holt
Director of Business Training and
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Co-founder and Experiential Leadership
Trainer at Driven Leadership

Eric McGrath
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Vice President, Contractor Services at EGIA

Our core team of facilitators

David Mastrangelo
Senior Director,
Customer Experience

Ben Middleton
National Sales
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National Sales
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About Daikin

Daikin Industries, Ltd. (DIL) is a Fortune 1,000 company with more than 84,870 employees worldwide and is the world's #1 indoor comfort solutions provider. Daikin Comfort Technologies North America (DNA), Inc. is a subsidiary of DIL, providing Daikin, **Amana**[®] brand, **Goodman**[®] brand, and **Quietflex**[®] brand products. DNA and its affiliates manufacture heating and cooling systems for residential, commercial, and industrial use and are sold via independent HVAC contractors. DNA engineering and manufacturing is located at Daikin Texas Technology Park near Houston, TX. For additional information, visit www.northamerica-daikin.com.

Daikin and its family of brands:



The HVAC Learning Campus programs are presented by Daikin Comfort Technologies North America, Inc. and administered by third-party training organizations. All training programs are designed to support independent HVAC contractors who sell Daikin, Goodman, and Amana brand products. Any costs for the training programs are determined and charged directly by the third-party training organizations.



Our continuing commitment to quality products may mean a change in specifications without notice.

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